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# THERM-MAX

## Salamander

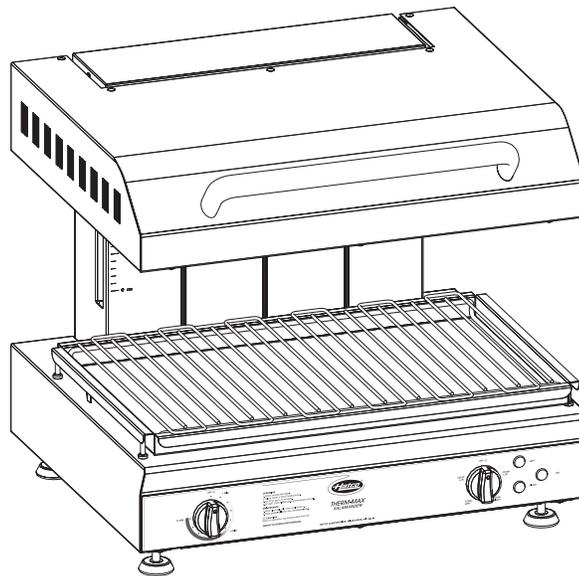
### 红外线开放式焗烤炉

## TMS Series

# Installation and Operating Manual

## 安装及操作手册

P/N 07.04.592.00



Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.



请在认真阅读并理解本手册的内容后再操作本设备！不按照本手册中的说明操作可能会导致严重的人身伤亡事故。本手册中包含了有关本产品维护、使用和操作的重要安全事项。如果您不理解本手册的内容，请将本手册交给主管人员，以提请其注意。请将本手册妥善放置，以便参照。

English = p 2

中文 = 第 13 页

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**IMPORTANT OWNER INFORMATION**

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on the side of the unit near the power inlet area). Please have this information available when calling Hatco for service assistance.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Voltage \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Business 9:00 AM to 6:00 PM (Beijing Time)  
 Hours: Monday through Friday  
 Telephone: (0512) 6732-5091  
 E-mail: infocn@hatcocorp.com  
 Fax: (0512) 6732-5092

Additional information can be found by visiting our web sites: [www.hatcocorp.com](http://www.hatcocorp.com) or [www.hatcocorp.cn](http://www.hatcocorp.cn)

**Register your unit!**

Completing online warranty registration will prevent delay in obtaining warranty coverage. Access the Hatco website at [www.hatcocorp.com](http://www.hatcocorp.com), select the *Parts & Service* pull-down menu, and click on "Warranty Registration".

**INTRODUCTION**

Hatco's THERM-MAX Salamanders are specially-designed for cooking, grilling, reheating, and keeping foods hot. Their unparalleled startup speed is a direct result of Hatco's patented "instant on" heating elements located in the upper housing of each salamander. The two pairs of independently-controlled heating elements provide for the benefits of flexibility and energy conservation. Reduced transfer of heat to the surrounding area and a versatile hold function on certain models make the THERM-MAX Salamander energy efficient and easy to operate.

Hatco THERM-MAX Salamanders are products of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for THERM-MAX Salamanders. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

Safety information that appears in this manual is identified by the following signal word panels:



**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION** indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**NOTICE** is used to address practices not related to personal injury.



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

### WARNING

#### ELECTRIC SHOCK HAZARD:

- Unit must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Units supplied without an electrical plug require field installation of proper plug. Plug must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical plug.
- Units supplied without an electrical cord and plug require field installation of proper cord and plug or a hardwired connection to on-site electrical system. Connection must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical connection.
- When installing a hardwired unit, a 2-pole or 3-pole switch (depending on unit) must be installed between unit and main electrical supply. The switch must be rated properly and have contacts with a minimum opening distance of 3 mm (1/8").
- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 21°C (70°F) and a maximum of 29°C (85°F).
- Do not steam clean or use excessive water on unit.
- This unit is not "jet-proof" construction. Do not use jet-clean spray to clean this unit.
- Do not pull unit by power cord.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. The cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- Do not clean unit when it is energized or hot.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

### WARNING

#### FIRE HAZARD:

- Install unit on and around non-combustible surfaces with non-combustible construction only. Ensure surface construction has no combustible material against underside. In all cases, such construction shall extend at least 305 mm (12") beyond equipment on all sides.
- Locate unit a minimum of 51 mm (2") from any walls. If safe distances are not maintained, discoloration or combustion could occur.
- Do not obstruct air intake openings or air exhaust openings on outer housing of unit. Unit combustion or malfunction may occur.
- Do not place anything on top of unit.

For wall mounting, use special wall mount bracket provided with unit only. Secure wall mount bracket to a solid, non-combustible surface using appropriate hardware for mounting surface and weight of unit.

Make sure all operators have been instructed on the safe and proper use of the unit.

This unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.

This unit has no "user-serviceable" parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at (0512) 6732-5091; fax (0512) 6732-5092.

### CAUTION

#### BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Plate/tray will be very hot upon removal — use oven mitt, protective clothing, or pan gripper to remove.

Locate unit at proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

Do not place anything on top of unit; doing so may subject personnel to injury or damage unit.

### NOTICE

Units are voltage-specific. Refer to specification label for electrical requirements before beginning installation.

Do not lock ON timer knob. Unit has instant-on heating elements designed to reach cooking temperatures quickly. Locking ON timer knob will increase energy consumption and may shorten life of heating elements.

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation

Clean unit daily to avoid malfunctions and maintain sanitary operation.

# MODEL DESCRIPTION

## All Models

Hatco's THERM-MAX Salamander is specially-designed for versatility in the kitchen with the capabilities to cook, grill, reheat, and keep foods hot. The salamander is constructed of stainless steel for easy cleaning and durability. The four high-powered heating elements are ready for use within 8 seconds. Each pair of heating elements can be controlled independently or together using the heating mode selector and timer knob located on the control panel. The heating elements are strategically positioned inside the moveable upper housing to reduce the transfer of heat to the surrounding area. The HOLD function on TMS-1H models is ideal for keeping foods hot or reheating foods. A removeable cooking grate and drip tray allows for easy cleanup. The unique features and flexibility of the THERM-MAX Salamander make it easy to operate, energy efficient, and highly functional in any kitchen.

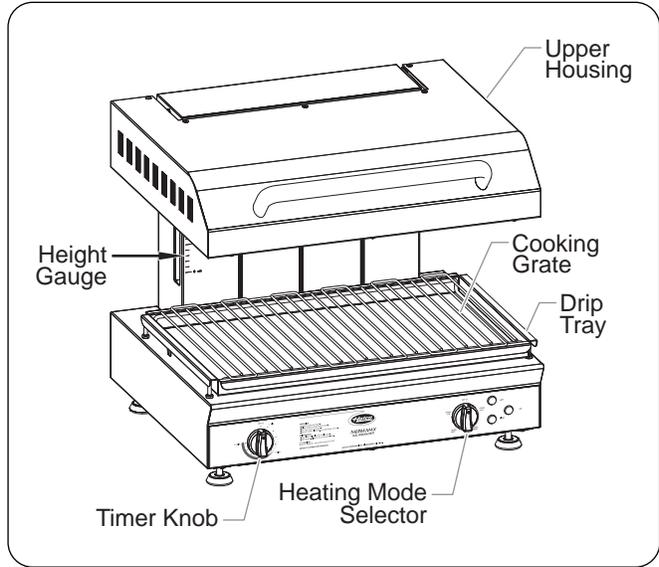


Figure 1. Model TMS-1H

# MODEL DESIGNATION

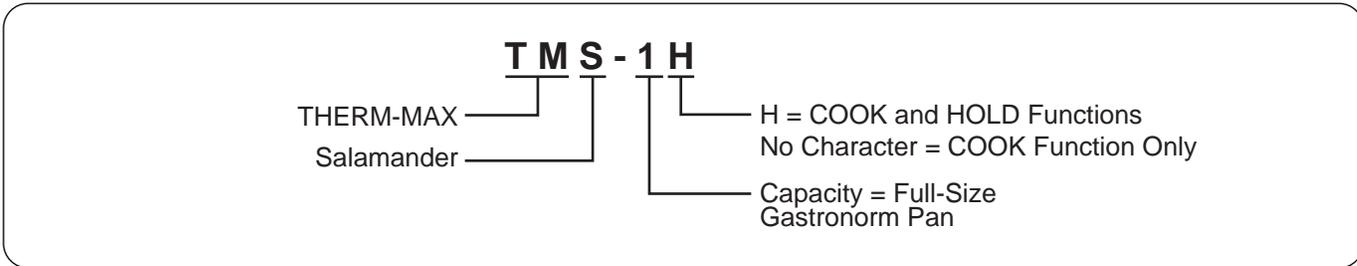


Figure 2. Model Designation

## Electrical Rating Chart

Model	Voltage	Hertz	Phase	Watts	Amps	Shipping Weight
TMS-1H	230	50/60	1	4000	17.4	72 kg (159 lbs.)
TMS-1	230	50/60	1	4000	17.4	72 kg (159 lbs.)
	230/400	50/60	3	4000	8.7	72 kg (159 lbs.)

NOTE: Shipping weight includes packaging.

## Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)	Cooking Width (F)	Cooking Depth (G)	Cooking Height (H)
TMS-1H and TMS-1	600 mm (23-5/8")	510 mm (20-1/8")	546 mm (21-1/2")	520 mm (20-1/2")	380 mm (15")	540 mm (21-1/4")	365 mm (14-5/16")	50 to 212 mm (2" to 8-1/4")

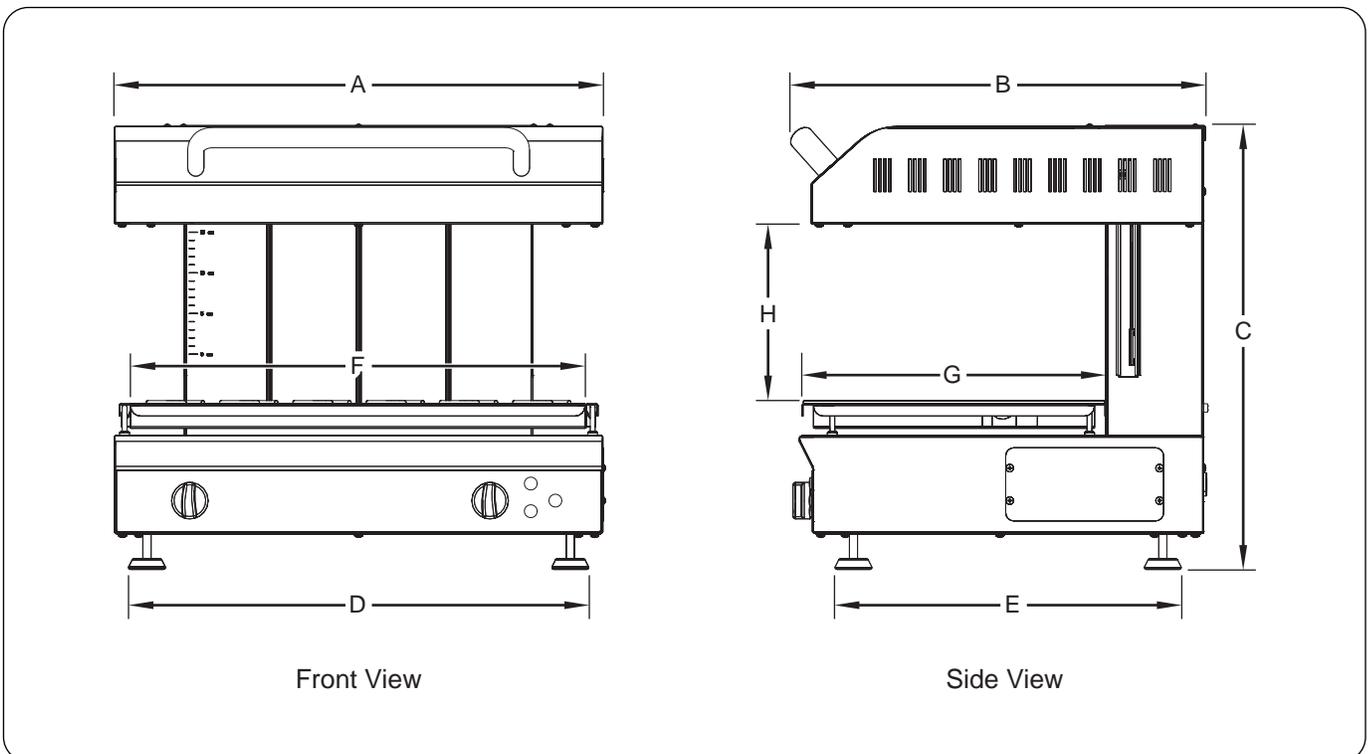


Figure 3. Dimensions

## General

THERM-MAX Salamanders are shipped with most components pre-assembled. Care should be taken when unpacking the shipping carton to avoid damage to the unit and the components enclosed. The salamander can be placed on a countertop or mounted to a brick or cement wall. The following installation instructions must be performed before operating the salamander.



### ELECTRIC SHOCK HAZARD:

- Unit must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 21°C (70°F) and a maximum of 29°C (85°F).

### FIRE HAZARD:

- Install unit on and around non-combustible surfaces with non-combustible construction only. Ensure surface construction has no combustible material against underside. In all cases, such construction shall extend at least 305 mm (12") beyond equipment on all sides.
- Locate unit a minimum of 51 mm (2") from any walls. If safe distances are not maintained, discoloration or combustion could occur.
- Do not obstruct air intake openings or air exhaust openings on outer housing of unit. Unit combustion or malfunction may occur.
- Do not place anything on top of unit.

For wall mounting, use special wall mount bracket provided with unit only. Secure wall mount bracket to a solid, non-combustible surface using appropriate hardware for mounting surface and weight of unit.



Locate unit at proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

Do not place anything on top of unit; doing so may subject personnel to injury or damage unit.

*NOTE: A qualified person must check possible placements of the salamander to ensure that the proper electrical supply line is available.*

1. Remove the unit from the shipping carton.

*NOTE: To prevent delay in obtaining warranty coverage, complete online warranty registration. See the IMPORTANT OWNER INFORMATION section for details.*

2. Remove tape and protective packaging from all surfaces of unit.
3. Clean the unit thoroughly to remove all protective industrial grease. **NOTICE: Use non-abrasive cleaners and cloths only.**

4. Remove the transport locking screw used to secure the upper housing during shipping. Discard the screw.

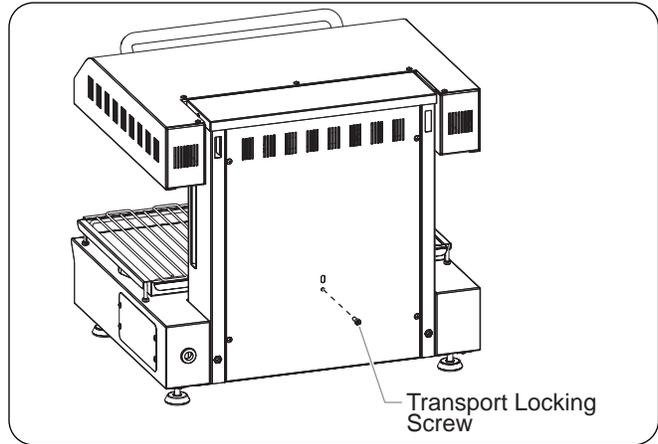


Figure 4. Transport Locking Screw

## Countertop Installation

1. Place the unit in the desired location.
  - Locate the unit directly underneath an exhaust hood if possible. This will ensure total suction of steam produced during cooking.
  - Make sure the unit is at the proper height in an area convenient for use.
  - Make sure the countertop is level and strong enough to support the weight of the unit and food product.
  - Make sure all the feet on the bottom of the unit are positioned securely on the countertop with a minimum of 51 mm (2") between the unit and any wall.

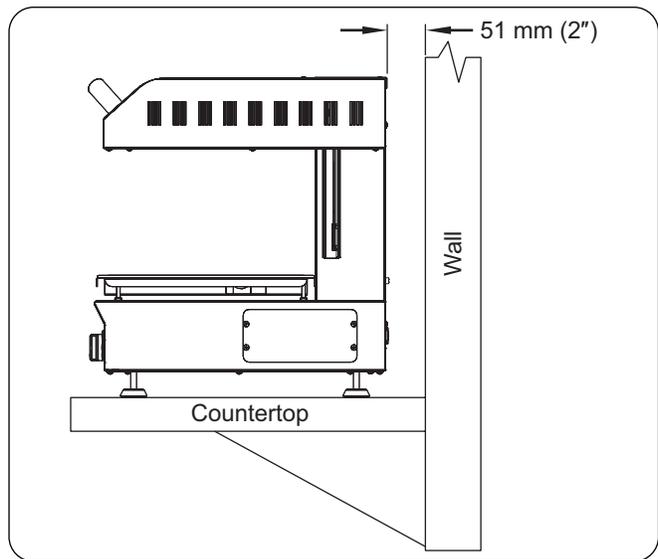


Figure 5. Minimum Distance Requirement

2. Level the unit by turning the leveling feet on each leg, if necessary. When looking at the bottom of the unit, turning the feet counterclockwise will lengthen the legs, and turning the feet clockwise will shorten the legs.
3. Have a qualified electrician perform the necessary electrical connections (refer to "Electrical Connections" in this section for additional information).

## Wall Installation

1. Install the wall mount bracket provided with the unit onto a solid, non-combustible surface using the appropriate fasteners. There are five mounting holes on the wall mount bracket.
  - Make sure the fasteners are appropriate for the installation surface and the weight of the unit.
  - Locate the unit directly underneath an exhaust hood if possible. This will ensure total suction of steam produced during cooking.
  - Make sure the unit is at the proper height in an area convenient for use.
2. Align the mounting slots on the back of the unit with the hooks on the wall mount bracket. Set the unit on the hooks.

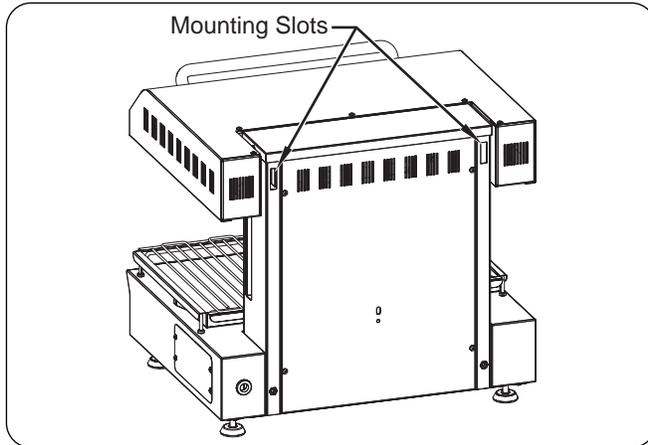


Figure 6. Mounting Slots on Back of Unit

3. Have a qualified electrician perform the necessary electrical connections (refer to "Electrical Connections" in this section for additional information).

## Electrical Connections

The THERM-MAX Salamander must be hardwired to the electrical supply or have the appropriate cord and/or plug installed.



### ELECTRIC SHOCK HAZARD:

- Units supplied without an electrical plug require field installation of proper plug. Plug must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical plug.
- Units supplied without an electrical cord and plug require field installation of proper cord and plug or a hardwired connection to on-site electrical system. Connection must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical connection.
- When installing a hardwired unit, a 2-pole or 3-pole switch (depending on unit) must be installed between unit and main electrical supply. The switch must be rated properly and have contacts with a minimum opening distance of 3 mm (1/8").
- Unit must be connected to an equipotential system that complies with the latest electrical standards.

## NOTICE

**Make sure electrical supply matches voltage and frequency rating on specification label. Incorrect electrical supply may damage unit.**

### Hardwired Connection

1. Remove the access panel to expose the power inlet area of the unit. It is located on the right rear side of the unit when facing the controls.

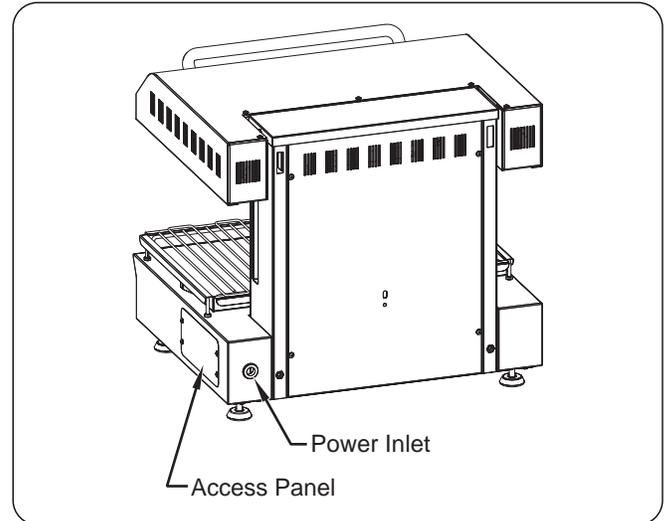


Figure 7. Location of Power Inlet

2. Locate the terminal block inside the unit.
3. Bring power leads from a properly sized circuit breaker or disconnect switch through the power inlet on the unit.
4. Make the appropriate connections.
  - Use copper wire only.
  - Tighten connections to a minimum of 4.25 newton meters (40 inch pounds).
  - A grounding screw is provided near the electrical terminals. An equipment grounding conductor must be properly connected to it.
5. Replace and secure the access panel.

### Cord and Plug Connection

On units supplied with a power cord, connect the proper plug to the cord. Make sure the plug is rated for the specific load and the plug matches a suitable receptacle.

*NOTE: The specification label is located on the side of the unit near the power inlet. See the label for verification of unit electrical information.*

*NOTE: The plug and receptacle must be grounded in accordance with current standards.*

## General

The THERM-Max Salamander is equipped with two main functions, COOK and HOLD. On both models, the COOK function uses the full intensity of the overhead, “instant on” heating elements to cook food. On TMS-1H models, the HOLD function operates the overhead heating elements at a lower intensity to maintain the cooking temperature reached during the cooking cycle.

Use the following information and procedures to operate the THERM-MAX Salamander.



**Read all safety messages in the IMPORTANT SAFETY INFORMATION section before operating this equipment.**

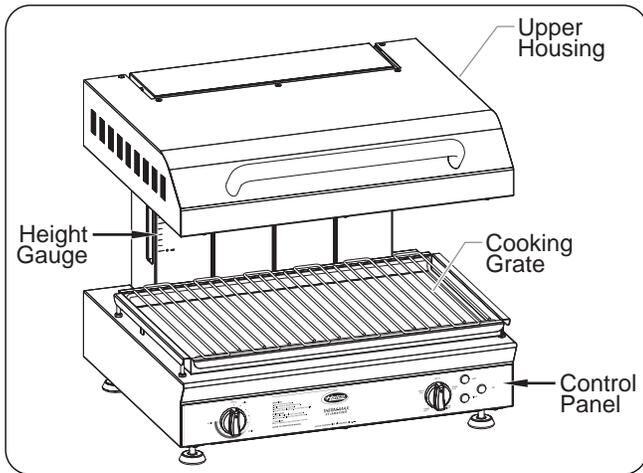


Figure 8. Components

## Control Panel

The following are descriptions of the controls used to operate the THERM-MAX Salamanders. All controls are located on the control panel at the front of the unit.

### Timer Knob

The timer knob is used to set the timer for the desired COOK time from 1 MIN to 10 MIN (one to ten minutes) . When the timer knob is in the OFF position, the elements are disabled for the COOK function. Turning the timer knob clockwise energizes the selected elements for the desired amount of COOK time.

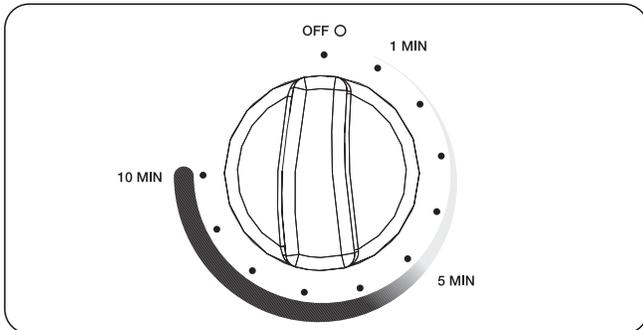


Figure 9. Timer Knob

## Heating Mode Selector

The heating mode selector determines the function of the overhead elements in the salamander. The operation of this knob is slightly different for each model.

### TMS-1H Models

The heating mode selector on TMS-1H models has five positions and two functions — COOK and HOLD. The following are descriptions of the five positions:

**OFF** — No elements selected. The elements will not heat when the timer knob is turned on.

**COOK: L+R** — Selects both pairs of elements for cooking.

**COOK: RIGHT** — Selects the pair of elements on the right side of the salamander for cooking.

**COOK: LEFT** — Selects the pair of elements on the left side of the salamander for cooking.

**HOLD: L+R** — Energizes both pairs of elements for holding.

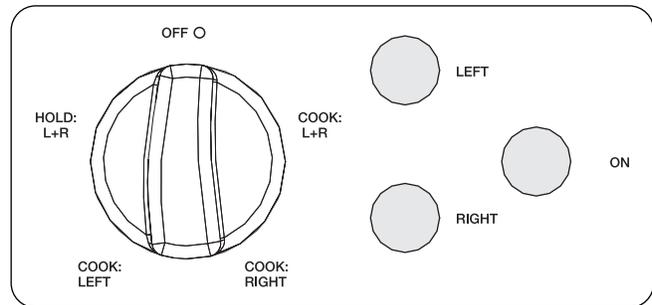


Figure 10. TMS-1H Model Heating Mode Selector and Indicator Lights

### TMS-1 Models

The heating mode selector on TMS-1 models has four positions and one function — COOK. The following are descriptions of the four positions:

**OFF** — No elements activated. The elements will not heat when the timer knob is turned on.

**COOK: L+R** — Selects both pairs of elements for cooking.

**COOK: RIGHT** — Selects the pair of elements on the right side of the salamander for cooking.

**COOK: LEFT** — Selects the pair of elements on the left side of the salamander for cooking.

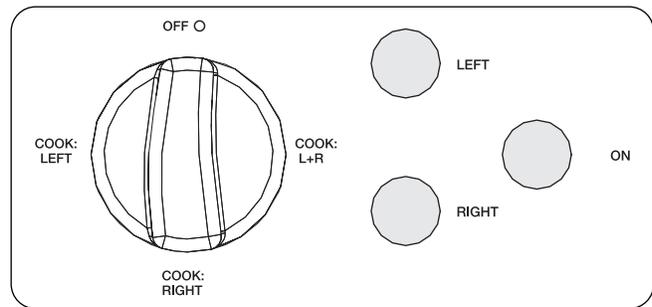


Figure 11. TMS-1 Model Heating Mode Selector and Indicator Lights

### Indicator Lights

There are three indicator lights on the control panel:

**LEFT Indicator Light** — Illuminates when the timer knob is active and the left pair of overhead elements are selected for heating.

**RIGHT Indicator Light** — Illuminates when the timer knob is active and the right pair of overhead elements are selected for heating.

**ON Indicator Light** — Illuminates when the heating mode selector is turned to any COOK or HOLD function.

## Operating the Salamander

### COOK Function

During the COOK function, the overhead heating elements operate at full power/intensity to ensure heat is evenly dispersed over the cooking surface. The intensity of the temperature can be adjusted by raising or lowering the upper housing or by using only one pair of heating elements instead of all four. The intensity of the heat that penetrates the food decreases as the distance between the food and the heating elements increases. Use the following procedure to operate the salamander in the COOK function.

### NOTICE

**Do not lock ON timer knob. Unit has instant-on heating elements designed to reach cooking temperatures quickly. Locking ON timer knob will increase energy consumption and may shorten life of heating elements.**

1. Move the upper housing to the desired cooking height.
2. Place food product onto the cooking grate.
3. Turn the heating mode selector to the desired COOK function.
  - The ON indicator light will illuminate.
4. Turn the timer knob clockwise to the desired cooking time.
  - The appropriate LEFT and/or RIGHT indicator light(s) will illuminate to indicate which elements are selected and heating.

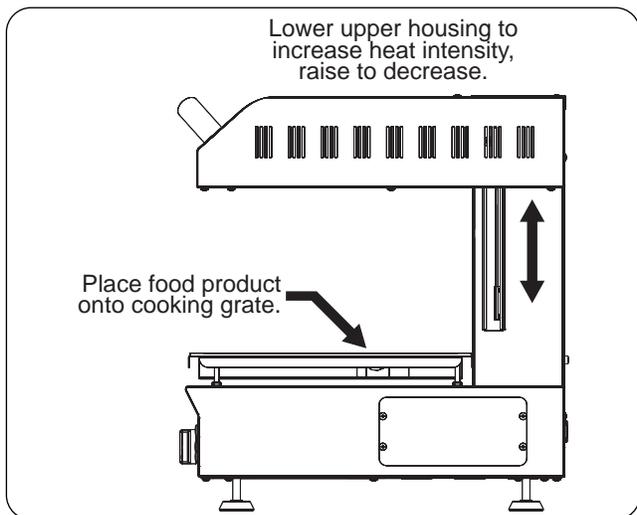


Figure 12. Operating the Salamander

5. When time expires, an audible “beep” signal will indicate that the COOK cycle is complete. The heating elements will turn off and the LEFT and/or RIGHT indicator light(s) will turn off.

*NOTE: The operator can adjust the timer setting and turn the heating element(s) on or off at any time during operation of the unit.*

6. When cooking is complete, turn the heating mode selector to the OFF (O) position. All indicator lights will turn off.

### HOLD Function (TMS-1H models only)

When using the HOLD function, the overhead heating elements operate at 25% of their maximum power/intensity to maintain the cooking temperature reached during the cooking cycle.

1. Move the upper housing to the desired holding height.
2. Turn the heating mode selector to the HOLD L+R position.
  - The LEFT and RIGHT indicator lights will illuminate to indicate they are selected and heating.
  - The ON indicator light will illuminate.
3. When holding is complete, turn the heating mode selector to the OFF (O) position. The heating elements will turn off and all indicator lights will turn off.

## General

The THERM-MAX Salamander is designed for maximum durability and performance with minimum maintenance.



### ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not clean unit when it is energized or hot.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at (0512) 6732-5091; fax (0512) 6732-5092.

## Cleaning

To preserve the finish of the unit as well as maintain performance, it is recommended that the unit be cleaned daily.

### NOTICE

**Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.**

**Clean unit daily to avoid malfunctions and maintain sanitary operation.**

1. Turn off the unit, disconnect from the power supply, and allow the unit to cool.
2. Remove the cooking grate and drip tray, and clean thoroughly.
3. Wipe all metal surfaces using warm water, a mild detergent, and a non-abrasive cloth. Stubborn stains may be removed by using stainless steel wool and rubbing in the direction of the satin finish.
4. Rinse the unit thoroughly using a cloth dampened with warm water only.
5. Dry the unit using a clean, dry, and non-abrasive cloth.

*NOTE: If the unit is left unused for an extended period of time, apply a thin, protective layer of Vaseline oil over all stainless steel parts using a cloth. The area where the unit is installed must be kept clean as well.*

**⚠ WARNING**

This unit must be serviced by trained and qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

**⚠ WARNING**

**ELECTRIC SHOCK HAZARD:** Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Unit turned "On", but no heat.	Heating element(s) defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	No power to unit.	Check electrical connection for proper supply voltage. Check circuit breaker and reset, if necessary.
	Timer or Heat Mode switch defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Unit not hot enough.	Heating element(s) defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Unit not working at all.	Unit not plugged in.	Plug unit into proper power supply.
	Unit not turned on.	Review "Operating the Salamander" in the OPERATION section of this manual.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact an Authorized Hatco Service Agent or Hatco for assistance.
	Timer or Heat Mode switch defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.

## 1. PRODUCT WARRANTY

Hatco warrants the products that it manufactures (the "Products") to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Hatco's written instructions or 18 months from the date of shipment from Hatco. Buyer must establish the Product's purchase date by registering the Product with Hatco or by other means satisfactory to Hatco in its sole discretion.

Hatco warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

**a) Two (2) Year Parts Warranty:**

- Conveyor Toaster Elements (metal sheathed)
- Drawer Warmer Elements (metal sheathed)
- Drawer Warmer Drawer Rollers and Slides
- Strip Heater Elements (metal sheathed)
- Display Warmer Elements (metal sheathed air heating)
- Holding Cabinet Elements (metal sheathed air heating)
- Heated Well Elements — HWB Series (metal sheathed)

**b) One (1) Year Parts PLUS Four (4) Years Parts Warranty on pro-rated terms that Hatco will explain at Buyer's request:**

- 3CS and FR Tanks

**c) Ten (10) Year Parts Warranty:**

- Electric Booster Heater Tanks
- Gas Booster Heater Tanks

**d) Ninety (90) Day Parts Warranty:**

- Replacement Parts

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Coated incandescent light bulbs, fluorescent lights, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, xenon light bulbs, LED light tubes, glass components, and fuses; Product failure in booster tank, fin tube heat exchanger, or other water heating equipment caused by liming, sediment buildup, chemical attack, or freezing; or Product misuse, tampering or misapplication, improper installation, or application of improper voltage.

## 2. LIMITATION OF REMEDIES AND DAMAGES

Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part or Product using, at Hatco's option, new or refurbished parts or Product by Hatco or a Hatco-authorized service agency with respect to any claim made within the applicable warranty period referred to above. Hatco reserves the right to accept or reject any such claim in whole or in part. In the context of this Limited Warranty, "refurbished" means a part or Product that has been returned to its original specifications by Hatco or a Hatco-authorized service agency. Hatco will not accept the return of any Product without prior written approval from Hatco, and all such approved returns shall be made at Buyer's sole expense. HATCO WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

## SERVICE INFORMATION

The warranty on THERM-MAX Salamanders is for one year from date of purchase or eighteen months from date of shipping from Hatco, whichever occurs first.

If you experience a problem with a THERM-MAX Salamander during the warranty period, please do the following:

### Contact Local Hatco Dealer

When contacting the Hatco dealer for service assistance, please supply the dealer with the following information to ensure prompt processing:

- Model of unit
- Serial number (located on the side of the unit)
- Specific problem with the unit
- Date of purchase
- Name of business
- Shipping address
- Contact name and phone number

The Hatco dealer will do the following:

- Provide replacement part(s) as required
- Submit warranty claim to Hatco for processing

### Non-Warranty Problems

If you experience a non-warranty problem that requires assistance, please contact the nearest Authorized Hatco Service Agency.

To locate the nearest Service Agency:

- call Hatco Service at (0512) 6732-5091
- e-mail Hatco at [infocn@hatcocorp.com](mailto:infocn@hatcocorp.com)

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## 使用者重要注意事项

请在下列空白处记下本设备的型号、序列号、电压、和购买日期（产品规格标签位于设备电源输入一侧）。致电 Hatco 要求服务帮助时请提供上述信息。

型号 \_\_\_\_\_  
 序列号 \_\_\_\_\_  
 电压 \_\_\_\_\_  
 购买日期 \_\_\_\_\_

工作时间： 北京时间 上午 9:00 – 下午 6:00

电话： (0512) 6732-5091

E-mail: infocn@hatcocorp.com

传真： (0512) 6732-5092

查询更多信息请访问我们的网站：[www.hatcocorp.com](http://www.hatcocorp.com)  
[www.hatcocorp.cn](http://www.hatcocorp.cn)

## 简介

赫高 THERM-MAX 红外线开放式焗烤炉专为烹饪、烧烤、再加热以及食品保温而设计。产品无与伦比的启动速度归功于赫高的专利 – 即位于每台红外线开放式焗烤炉上壳体的“即时”加热元件。两对独立控制的加热元件便于机动使用同时节能。某些型号可减少热量传递到周边区域，以及多功能食物保存功能，使得 THERM-MAX 红外线开放式焗烤炉高效和操作便捷。

赫高 THERM-MAX 红外线开放式焗烤炉经过广泛的研究和大量的现场测试。所选用的材料经久耐用、外型美观、且性能优异。每件产品在出厂前都要经过严格的检验和测试。

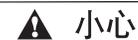
该手册提供了 THERM-MAX 红外线开放式焗烤炉的安装、安全和操作说明。赫高建议用户在安装或操作该产品前仔细阅读本手册上所有的安装、操作和安全说明。

本手册中的安全信息采用以下标志表示：



**警告**

“警告”表示有危险情况，如果不加以避免，则可能导致人身伤亡。



**小心**

“小心”表示有危险情况，如果不加以避免，则可能导致轻度或中度人身伤害。

**注意**

“注意”用于提示不会涉及人身伤害的操作。



使用本设备前，请仔细阅读下列重要安全事项，以免造成严重的人身伤亡及设备或财产的损坏。

**警告****触电危险：**

- 该产品需由受过培训且具备相应资格的人员负责安装。安装必须遵循当地的所有电气和管道规范。不合格人员安装将会使产品保修失效，并可能导致触电或烧伤，同时也会对设备和/或其周边造成损害。
- 未配备插头的产品在现场安装时，需配置合适插头。插头必须正确接地，同时满足电压、电气规格配置。请联系合格的电工，以确定和安装合适的插头。
- 未配备电源线和插头的产品在现场安装时，需配置合适的电源线和插头，或是连接到现场电气系统。任何连接均须正确接地，同时满足电压、电气规格配置。请联系合格的电工，以确定和安装合适的插头。
- 安装到现场电气系统时，设备和主供给电源之间须安装一个二极或三极开关（取决于产品）。开关的额定功率必须正确，其触点的最小开口距离为3毫米（1/8英寸）。
- 对设备进行清洗、调节或维修前，请关闭电源开关，拔下电源线或关掉断路器上的电源，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 本产品不防水。请将产品放在室内温度高于21°C（70°F）的环境中。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 请勿用电源线拖拽本设备。
- 如果电源线出现磨损，请停止使用。
- 请勿试图维修或更换损坏的电源线。电源线必须由 Hatco、Hatco 授权服务机构或具备类似资格的人负责更换。
- 设备通电或热态时，请勿清洗。
- 本产品必须只能由专业人士提供服务。非专业人士的服务可能会导致触电或烫伤。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

**警告****着火危险：**

- 将设备安装在非可燃构造的非可燃表面及周围。确保表面结构的内侧无可燃物质。任何情况下，可燃结构的各面都应超出设备至少305毫米（12英寸）。
- 将产品放置于距离任何壁面至少51毫米（2英寸）的位置。如果不能保持安全距离，产品可能会变色或燃烧。
- 请勿阻塞产品外壳的空气进口或废气排气口。否则产品可能会燃烧或发生故障。
- 请勿在产品顶部放置任何物品。

请使用随机附带的专用墙壁安装支架进行壁面安装。请使用合适的五金件把专用墙壁安装支架固定到一个牢固且不可燃的表面。

确保所有操作人员都已了解如何安全和妥善地使用本设备。

儿童或具有身体、感觉或智力残障的人不宜使用本设备。请看护好儿童，并使其远离本设备。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话（0512）6732-5091；传真（0512）6732-5092。

**小心****燃烧危险：**

- 本设备的某些外表面处温度较高。接触这些部位时请务必小心。
- 移走托盘时，其表面会非常烫。请配戴烤箱手套、防护服或盘钳来完成此操作。

将本设备置于台面高度适宜、且使用方便的位置。放置位置应水平，以防止本设备或其部件以外落地，并有足够的强度支撑本设备及其部件的重量。

请勿在产品顶部放置任何物品，这样做可能会造成人员伤害或设备损伤。

**注意**

产品需要在特定的电压下运行。安装设备前，请参阅规格标签上的电气要求。

请勿锁定定时器旋钮。产品配有即时加热元件，可以让其迅速达到烹饪温度。锁定定时器旋钮会增加能耗，并且可能缩短加热元件的寿命。

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

为避免发生故障和保持卫生操作，请每天对产品进行清洁。

## 所有型号

赫高THERM-MAX红外线开放式焗烤炉专为厨房的多样化需求而设计，具有烹饪、煎烤、再加热和食品保温等多项功能。面火炉的不锈钢构造不仅便于清洗，而且经久耐用。四个高功率的加热元件在8秒内即可待用。通过加热模式的选择开关和控制面板上的定时器旋钮，每对加热元件可以单独运行或一起使用。加热元件被特别固定在产品的可移动上壳体上，以减少热量流失到周边区域。TMS-1H型号的保温功能是食物保温度或再加热的理想选择。随机配置的一个可拆除的烹饪烤架和汤汁滴盘便于清洁。THERM-MAX红外线开放式焗烤炉独特的设计和机动性，使其操作便捷、节能环保、功能多样，适用于所有的厨房。

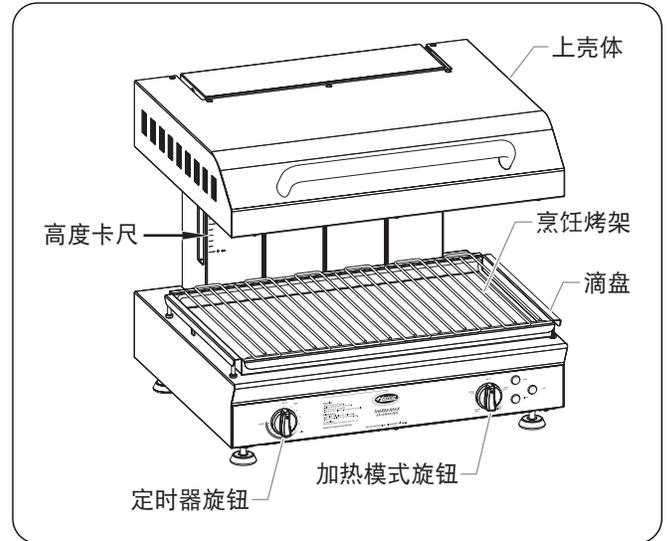


图 1: TMS-1H型号

## 型号命名

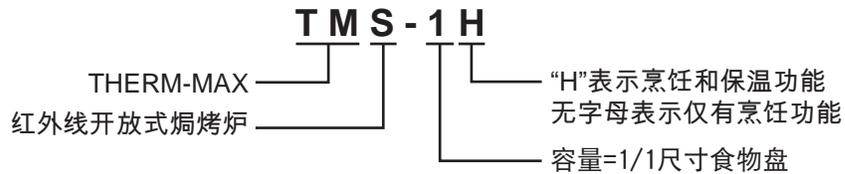


图 2: 型号命名

电气参数表

型号	电压	赫兹	相位	功率	电流	出厂重量
TMS-1H	230	50/60	1	4000	17.4	72 kg (159 磅)
TMS-1	230	50/60	1	4000	17.4	72 kg (159 磅)
	230/400	50/60	3	4000	8.7	72 kg (159 磅)

注意：出厂重量包括包装在内。

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	底脚宽度 (D)	底脚深度 (E)	烹饪宽度 (F)	烹饪深度 (G)	烹饪高度 (H)
TMS-1H and TMS-1	600 mm (23-5/8")	510 mm (20-1/8")	546 mm (21-1/2")	520 mm (20-1/2")	380 mm (15")	540 mm (21-1/4")	365 mm (14-5/16")	50 to 212 mm (2" to 8-1/4")

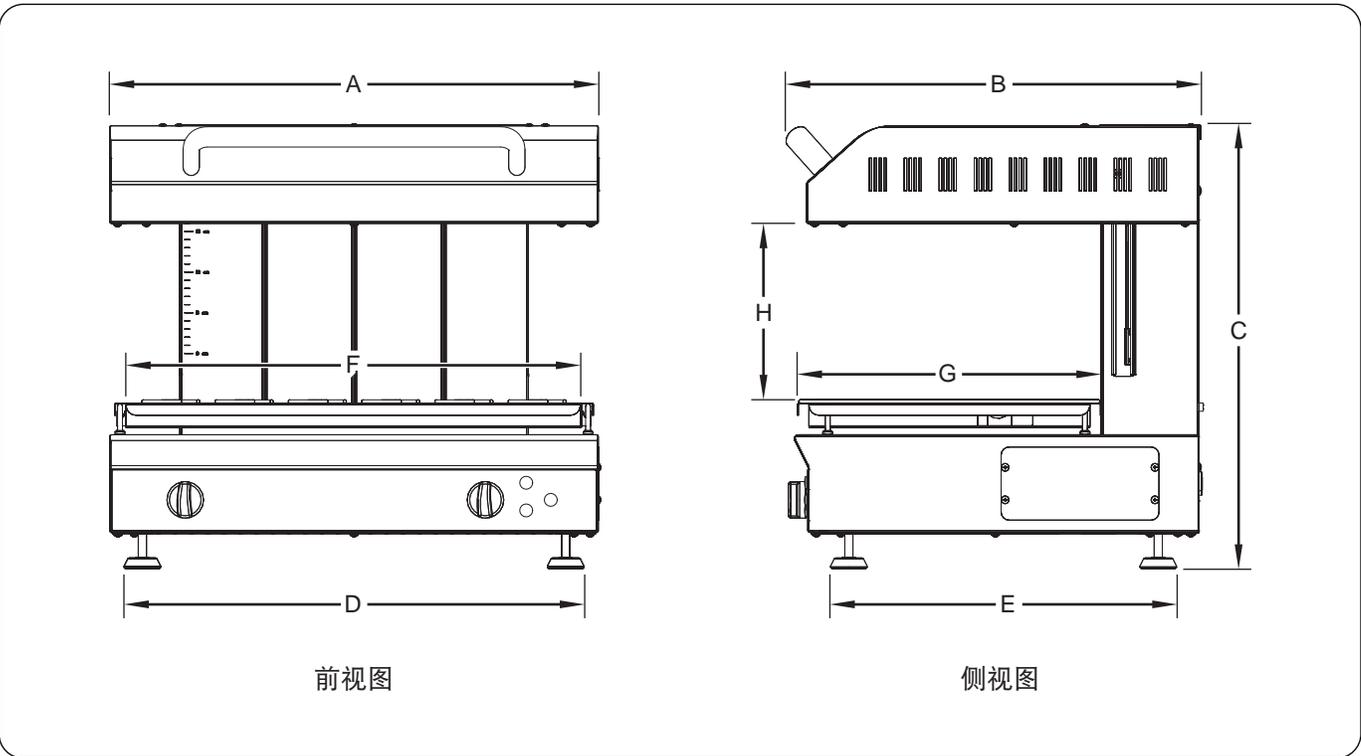


图 3: 尺寸

## 总则

THERM-MAX红外线开放式焗烤炉在运输时包含了所需的预装配组件。打开包装箱时，应格外小心，以免对产品 and 内附组件造成损坏。焗烤炉可以放置在台面上或安装到一面砖墙或水泥墙上。安装焗烤炉前，请遵循以下安装指示。

### 警告

#### 触电危险：

- 该产品需由受过培训且具备相应资格的人员负责安装。安装必须遵循当地的所有电气和管道规范。不合格人员安装将会使产品保修失效，并可能导致触电或烧伤，同时也会对设备和/或其周边造成损害。
- 本产品不防水。请将产品放在室内温度高于21°C (70°F) 的环境中。

#### 着火危险：

- 将设备安装在非可燃构造的非可燃表面及周围。确保表面结构的内侧无可燃物质。任何情况下，可燃结构的各面都应超出设备至少305毫米（12英寸）。
- 将产品放置于距离任何壁面至少51毫米（2英寸）的位置。如果不能保持安全距离，产品可能会变色或燃烧。
- 请勿阻塞产品外壳的空气进口或废气排气口。否则产品可能会燃烧或发生故障。
- 请勿在产品顶部放置任何物品。

请使用随机附带的专用墙壁安装支架进行壁面安装。请使用合适的五金件把专用墙壁安装支架固定到一个牢固且不可燃的表面。

### 小心

将本设备置于台面高度适宜、且使用方便的位置。放置位置应水平，以防止本设备或其部件以外落地，并有足够的强度支撑本设备及其部件的重量。

请勿在产品顶部放置任何物品，这样做可能会造成人员伤害或设备损伤。

注：必须安排一个合格人员检查焗烤炉可能的摆放位置，以确保焗烤炉可以连接到适当的电源线。

1. 从包装箱取出产品。

注：为了避免质保服务发生延误，请完成网上保修注册。详情请参阅重要客户信息部分。

2. 移去产品所有表面的胶带和保护性包装。
3. 将产品彻底清洁一遍，以清除产品表面所有的保护工业油脂。注意：只能使用非磨蚀性清洁剂和抹布。

4. 将在运输过程中用于固定上壳体的运输锁紧螺丝卸下。螺丝不再使用。

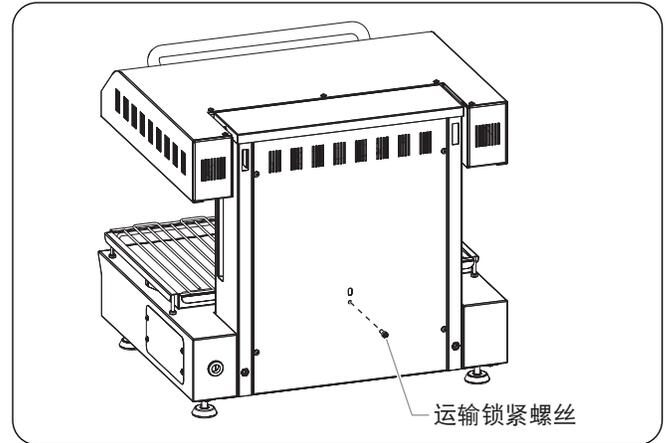


图 4. 运输锁紧螺丝

## 台面安装

1. 将产品放置在所需位置。

- 尽可能将产品置于抽油烟机下方。此做法可以确保产品在烹饪过程中产生的蒸汽被完全抽走。
- 确保将产品放在合适高度的便于操作区域。
- 确保台面水平，强度足以承受产品和食物的重量。
- 确保产品底部的所有底脚都牢牢地固定在台面上，产品和所有墙壁之间需保持至少51毫米（2英寸）的距离。

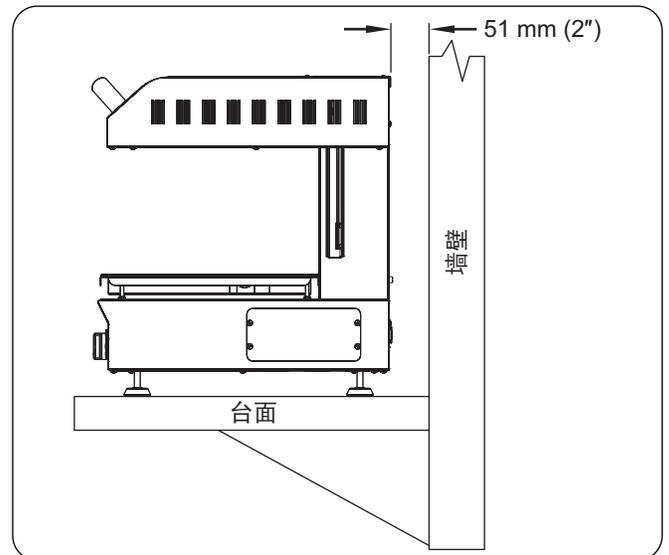


图 5. 最小距离要求

2. 必要时可通过调节底脚来调整设备水平。设备底部的底脚逆时针旋转使腿伸长，顺时针旋转使腿缩短。
3. 请安排一个合格的电工进行必要的电气连接（欲知其他信息，请参阅本部分的“电气连接”）。

## 墙壁安装

1. 请使用适当的紧固件将配备的墙壁安装支架固定在一个牢固且不可燃的表面上。墙壁安装支架上有5个安装孔。
  - 确保紧固件适用于安装表面且能够承受产品重量。
  - 尽可能将产品置于抽油烟机下方。这会确保产品在烹饪过程中产生的蒸汽被完全抽走。
  - 确保将产品放置在一个高度合适的方便使用区域。
2. 通过墙壁安装支架上的挂钩，与设备背面的安装槽对齐。将产品挂在挂钩上。

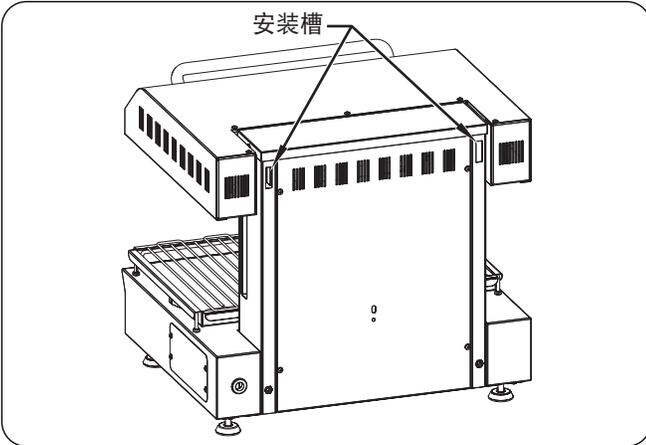


图 6. 设备背部的安装槽

3. 请安排一个合格的电工进行必要的电气连接（欲知其他信息，请参阅本部分的“电气连接”）。

## 电气连接

THERM-MAX红外线开放式焗烤炉必须通过固定线路连接至电源，或配置合适的电源线和/或插头。



### 触电危险：

- 未配备插头的产品在现场安装时，需配置合适插头。插头必须正确接地，同时满足电压、电气规格配置。请联系合格的电工，以确定和安装合适的插头。
- 未配备电源线和插头的产品在现场安装时，需配置合适的电源线和插头，或是连接到现场电气系统。任何连接均须正确接地，同时满足电压、电气规格配置。请联系合格的电工，以确定和安装合适的插头。
- 安装到现场电气系统时，设备和主供给电源之间须安装一个二极或三极开关（取决于产品）。开关的额定功率必须正确，其触点的最小开口距离为3毫米（1/8英寸）。
- 产品必须连接到一个符合最新电气标准的等电位系统。



请确保电源供应与规格标签上标注的电压与频率相匹配。电力供应不正确可能会损坏产品。

## 固定线路连接

1. 卸下检修面板，露出设备的电源接入部位。当面对控制侧时，它位于产品的右后侧。

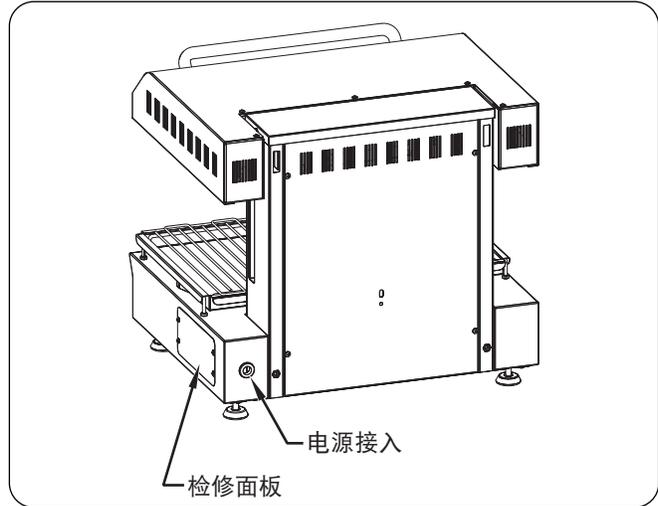


图 7. 电源插入的位置

2. 将接线盒放置在设备内部。
3. 将规格合适的断路器或断路开关上的电源导线穿过产品的电源接入口。
4. 进行恰当的连接。
  - 只能使用铜导线。
  - 拧紧接头，扭矩最小值为4.25牛米（40磅英寸）。
  - 接线端附近配有一个接地螺钉。必须将设备接地导线正确连接到螺钉上。
5. 更换和固定检修面板。

## 电源线和插头连接

如果产品配备了电源线，将插头正确连接至电源线。确保插头能够承受其额定负荷，且插头和插座要匹配。

注：规格标签位于产品电源插座附近的一侧。请阅读标签以核查产品的电气信息。

注：插头和插座的接地必须符合当前的电气标准插头和插座的接地必须符合当前的电气标准。

## 总则

THERM-MAX红外线开放式焗烤炉具备烹饪和保温两大主要功能。所有型号的烹饪功能都能让顶置“即时”加热元件以最大功率烹饪食物。TMS-1H型号的保温功能能让顶置“即时”加热元件以较小功率维持食物在烹饪过程中的烹调温度。

请按照以下的信息和步骤来操作THERM-MAX红外线开放式焗烤炉。

### 警告

操作本设备前，请仔细阅读“重要安全事项”中的所有安全说明。

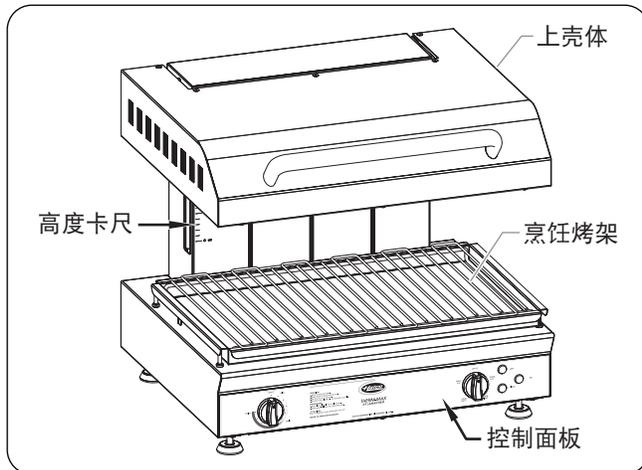


图 8. 组件

## 控制面板

以下信息是针对操作THERM-MAX红外线开放式焗烤炉时控制部件的描述。所有控制部件均位于产品前方的控制面板上。

### 定时器旋钮

定时器旋钮用于设置定时器以达所需的烹饪时间，范围从1分钟到10分钟（1至10分钟）。当定时器旋钮处于OFF位置时，加热元件的烹饪功能将不能使用。顺时针转动定时器旋钮可以启动所选加热元件，并选择所需的烹饪时间。

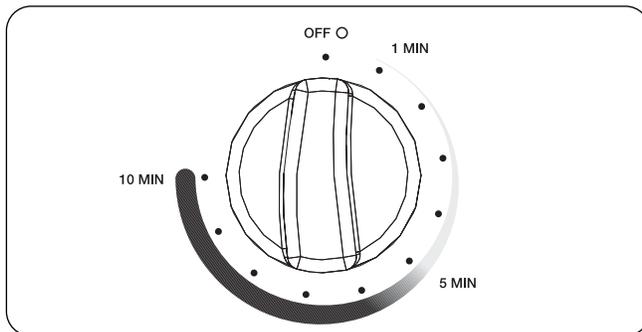


图 9. 定时器旋钮

## 加热模式旋钮

加热模式旋钮决定红外线开放式焗烤炉顶置加热元件的功能。针对不同型号，该旋钮的操作稍有不同。

### TMS-1H型号

TMS-1H型号上的加热模式旋钮有5个档位和两种功能 — 烹饪和保温。以下是对五个档位的描述：

关闭 — 不选择任何加热元件。启动定时器旋钮时，加热元件不会加热。

烹饪：L+R — 选择左右两组加热元件同时进行烹饪。

烹饪：RIGHT — 选择焗烤炉右侧加热元件进行烹饪。

烹饪：LEFT — 选择焗烤炉左侧加热元件进行烹饪。

保温：L+R — 选择左右两组加热元件同时进行保温。

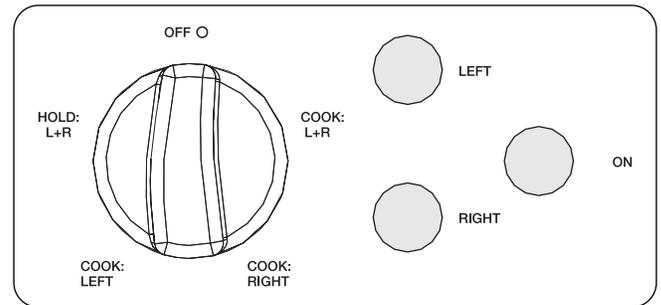


图 10. TMS-1H型号的加热模式旋钮和指示灯

### TMS-1型号

TMS-1型号上的加热模式旋钮有4个档位和一种功能 — 烹饪。以下是对四个档位的描述：

关 — 不启动任何加热元件。启动定时器旋钮时，加热元件不会加热。

烹饪：L+R — 选择左右两组加热元件同时进行烹饪。

烹饪：RIGHT — 选择焗烤炉右侧加热元件进行烹饪。

烹饪：LEFT — 选择焗烤炉左侧加热元件进行烹饪。

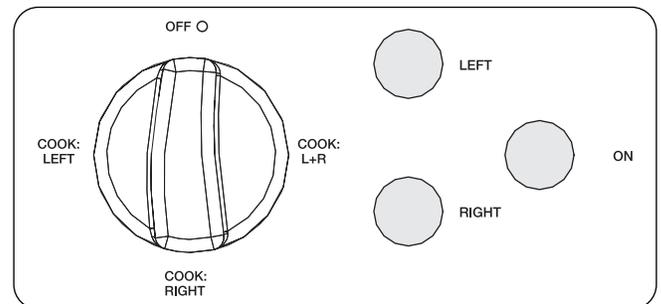


图 11. TMS-1型号的加热模式旋钮和指示灯

**指示灯**

控制面板上有三个指示灯：

左指示灯 — 当转动定时器旋钮，左侧顶置加热元件被选定加热时，该指示灯亮起。

右指示灯 — 当转动定时器旋钮，右侧顶置加热元件被选定加热时，该指示灯亮起。

开指示灯 — 加热模式旋钮被调到任何烹饪或保温功能时，该指示灯亮起。

**红外线开放式焗烤炉的操作****烹饪功能**

设备处于烹饪功能时，顶置加热元件以最大功率或强度工作，以确保热量均匀分布到烹饪表面。通过提升或降低上壳体或是只使用一组而不是所有四组加热元件，可调节加热温度的强度。当食物和加热元件之间的距离增加时，穿透食物的热量就会减少。请按照以下的步骤来操作焗烤炉的烹饪功能。

**注意**

请勿锁定定时器旋钮。产品配有即时加热元件，可以让其迅速达到烹饪温度。锁定定时器旋钮会增加能耗，并且可能缩短加热元件的寿命。

1. 将上壳体移至所需烹饪高度。
2. 将食物放置在烹饪烤架上。
3. 调节加热模式旋钮，至所需烹饪功能。
  - 开指示灯亮起。
4. 顺时针转动定时器旋钮，选择所需的烹饪时间。
  - 相应的左侧和/或右侧指示灯会亮起，以提示选择了哪些加热元件并且正在加热。

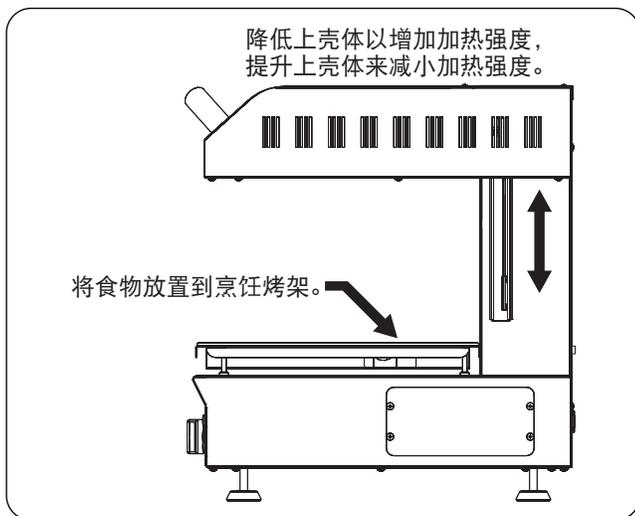


图 12. 焗烤炉的操作

5. 超过时间，机器会自动发出“哔哔”声，烹饪过程结束。加热元件将停止加热，左侧和/或右侧指示灯将熄灭。

注：在机器的运行过程中，操作者可以在任何时候调整定时器的设置，并打开或关闭加热元件。

6. 烹饪结束后，将加热模式旋钮调至关闭（O）位置。所有指示灯将熄灭。

**保温功能（仅限于TMS-1H机型）**

当启动保温功能时，顶置加热元件会以最大功率/强度的25%运行，以保持烹饪阶段所达到的烹饪温度。

1. 将上壳体移至所需烹饪高度。
2. 转动加热模式旋钮至保温功能的L+R位置。
  - 相应的左侧和/或右侧指示灯会亮起，以提示选择了哪些加热元件，并且正在加热。
  - 开指示灯亮起。
3. 无需保温时，将加热模式旋钮调至关闭（O）的位置。加热元件都会关闭，所有指示灯将熄灭。

## 总则

赫高 THERM-MAX 红外线开放式焗烤炉极其经久耐用、产品性能卓越且极易保养。



**警告**

### 触电危险：

- 对设备进行清洗、调节或维修前，请关闭电源开关，拔下电源线或关掉断路器上的电源，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 设备通电或热态时，请勿清洗。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 (0512) 6732-5091；传真 (0512) 6732-5092。

## 日常清洁

为了保护产品的表面处理以及维护产品性能，建议每天对产品进行清洁。

**注意**

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

为了保护产品的表面处理以及维护产品性能，建议每天对产品进行清洁。

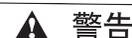
1. 关闭设备，切断电源，让机组冷却。
2. 移开烹饪烤架和汤汁滴盘，并将其彻底清洁。
3. 在温水中加入温和洗涤剂，用一块无腐蚀性抹布蘸取，擦拭所有的金属表面。对于顽固的污渍，可用百洁布沿着缎面涂层的方向擦拭来清除。
4. 用一块只蘸温水的抹布来彻底清洗设备。
5. 用一块干燥、清洁且无腐蚀性的抹布擦干机组。

*注：如果本机长时间不用，请在所有不锈钢部件上用抹布涂抹凡士林油保护层。产品的安装区域也必须保持清洁。*



警告

本设备只能由受过培训且具备相应资格的人员负责维修。若由不具备相应资格的人员维修，则可能引起触电或着火。



警告

触电危险：对设备进行清洗、调节或维修前，请关闭电源开关，拔下电源线或关掉断路器上的电源，并让设备冷却。

症状	可能原因	纠正措施
设备已调至“开”，但是没有加热。	加热元件有问题。	请联系赫高授权服务机构或直接向赫高公司寻求帮助。
	设备未接上电源。	检查电气连接，看电压是否正确。如有必要，检查断路器并复位。
	定时器或加热模式开关失效。	请联系赫高授权服务机构或直接向赫高公司寻求帮助。
设备不够热。	加热元件有问题。	请联系赫高授权服务机构或直接向赫高公司寻求帮助。
设备不工作。	设备插头没插好。	将设备连接到正确的电源。
	设备没有启动。	阅读本手册的操作部分中关于“焗烤炉的操作”的内容。
	断路器跳闸。	断路器复位。如果断路器继续跳闸，请联系赫高授权服务机构或直接向赫高公司寻求帮助。
	定时器或加热模式开关失效。	请联系赫高授权服务机构或直接向赫高公司寻求帮助。

**1. 产品质保**

赫高保证其生产的产品（下称“本产品”）不存在材料和工艺缺陷，在按照赫高的说明书安装和维护的情况下，自购买之日起1年内（用户必须书面且保养）或自赫高出厂之日起18个月内，设备可以保证正常工作。客户必须通过在赫高的官网上完成本产品的注册来确定产品的购买日期，或是经由赫高判断进而认可的其他方式。

赫高保证在下述时间内及条件下，下列部件自购买之日起（符合上述条件）起不存在材料和工艺缺陷（条件如下）：

**a) 保修期为两（2）年的部件：**

- 履带式烤面包机加热器（金属铠装）
- 保温抽屉加热器（金属铠装）
- 保温抽屉的抽屉滚轴和滑轨
- S食品保温器加热器（金属铠装）
- 保温陈列柜加热元件（金属铠装、空气加热）
- 保温柜加热元件（金属铠装、空气加热）
- 保温汤锅加热元件—HWB系列（金属铠装）

**b) 保修期为一（1）年和四（4）年的部件费用分摊由赫高视用户要求给予解释：**

3CS和FR水箱

**c) 保修期为十（10）年的部件：**

- 电动瞬时加热器的水箱
- 煤气瞬时加热器的水箱

**d) 保修期为九十（90）天的部件：**

可更换零件

上述质保为赫高独家提供，并代替任何明示或隐含的质保，包括但不限于侵犯某个特定用途、专利或其他知识产权的适够性或实用性的银汉质保。在没有特定说明的情况下，上述质保不包括：带涂层白炽灯泡、日光灯、保温加热灯泡、带涂层卤素灯泡、卤素加热灯泡、氙气灯泡、LED光管、玻璃组件和保险丝；由于结垢、化学腐蚀或严寒造成的瞬时加热器水箱、翅片管式换热器或其他水加热设备的故障；或产品使用不当、擅自改动或误用、安装不当，或电压不正确。

**2. 修复和损坏限制**

本文所述赫高责任以及对用户的独家修复补偿义务仅限于在上述保修期内提出索赔，由赫高或赫高授权的服务机构负责更换新零件或产品或对原零件或产品进行维修。赫高有权接受或拒绝任何此类全部或部分的索赔。在此有限质保规定中，“翻新”是指本产品的部分或整机已经被赫高或赫高授权的服务代理机构修复至原有的产品规格。未经赫高事先书面批准，赫高不接受任何产品的退回，经过赫高同意的产品退回，其相关费用均由用户独自承担。在任何情况下，对于因故或意外而引起的损失，包括但不限于人工费用，或因产品的使用，或不会用，或产品隶属或成为其他产品的一部分而造成的利润损失，赫高将不予负责。

**服务事项**

THERM-MAX红外线开放式焗烤炉的保修期为：自购买之日起1年内或自赫高出厂之日起18个月之内（以较早日期为准）。

在保修期内，THERM-Max红外线开放式焗烤炉若发生下列情形，请做如下处理：

**联系本地 Hatco 经销商**

当联系 Hatco 经销商提供服务帮助时，请将以下信息提供给经销商，以确保得到及时处理：

- 设备型号
- 序列号（位于产品的一侧）
- 设备的具体问题
- 购买日期
- 企业名称
- 发运地址
- 联系人姓名和电话号码

Hatco 经销商会为您：

- 提供所需要的更换零部件
- 向 Hatco 提出质保索赔以供处理

**非质保期故障**

如果您的设备在非质保期内出现故障需要提供帮助，请联系就近的HATCO授权服务机构。

查找就近的HATCO授权服务机构：

- 打(0512) 6732-5091电话联系HATCO服务部门。
- 发邮件到infcnc@hatcocorp.com联系HATCO服务部门。

**Register your unit online!**

See IMPORTANT OWNER INFORMATION  
section for details.

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